



Mission Support Alliance

Statement of Work

Title: Technology Trends in Corporate and Government Training

Revision Number: 0

Date: April 30, 2015

Statement of Work for Technology Trends in Corporate and Government Training

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<i>APPROVALS</i>	<i>PRINT NAME</i>	<i>SIGNATURE</i>
<i>BTR*</i>		

* Approval for Technical Content

1.0 INTRODUCTION / BACKGROUND

HAMMER provides world class performance based training to DOE Hanford Contractors and their subcontractors, Federal and military organizations, and other regional and government agencies and stakeholders. HAMMER/Hanford Training employs numerous technologies and industry best practices to deliver classroom instructor lead and computer based (eLearning) training. HAMMER maintains a Technology Strategic Plan that requires constant review and updating. The deliverables of this statement of work (SOW) will provide input for future revisions of the HAMMER Technology Strategic Plan.

2.0 OBJECTIVE

The selected subcontractor will perform a defined task to research, develop and deliver a detailed written report that addresses technology trends in private and public education, corporate, government (including military) training. Of particular interest to HAMMER are training technologies that are suited well for supporting training requirements in highly regulated industries. The final report will provide a survey and analysis of the current state of training technologies and also provide a projection of the expected 3 year and 5 year future states. This scope will include both instructor led and eLearning training technologies. Work will be performed off of the Hanford site at the subcontractor's facilities.



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3.0 DESCRIPTION OF WORK – SPECIFIC

The final report will address (at a minimum) the following topics for the current state of training technologies and also provide a projection of the expected 3 year and 5 year future states of training technology:

1. An analysis of the leading marketplace “top five” commercial (COTS) Learning Management System (LMS) products and vendors. This should include approximate market share, product strengths and weaknesses, major feature comparisons, support for Mobile applications, largest customers, size of installed customer base and government and commercial industries using the product.
2. An analysis of the current HAMMER LMS, PeopleSoft Enterprise Learning Management (ELM 9.0 soon to be 9.2). This should include approximate ELM market share, product roadmap, product strengths and weaknesses, installed customer base (with listing of larger ELM customers) and government and commercial industries using this product.
3. An analysis of the leading marketplace “top five” COTS eLearning courseware and course content development products. This should include approximate market share, product strengths and weaknesses, major feature comparisons, support for Mobile applications, largest customers, size of installed customer base and government and commercial industries using the product. In addition to the “top five”, also include in this analysis the current Storyline-2 and VISION Developer COTS products used at HAMMER.
4. An analysis of market trends and technology directions related to the use of SCORM based course content publishing and course delivery in the eLearning industry. This should include the most commonly used SCORM versions, the Tin Can API, AICC and related technology.
5. An analysis of industry market trends, leading products and technology directions related to supporting eLearning AND instructor lead classroom course delivery using instructor and student mobile devices. This will include the most commonly used mobile hardware and software technologies including Apple iPad, and MicroSoft Surface devices.
6. An analysis of industry market trends, leading products and technology directions related to classroom instructor lead hardware and software automation tools. This will include student/instructor screen to classroom big screen projection devices (e.g. AppleTV and AirServer), Epson digital screen projectors, automated class roster and sign-in tools, automated quiz and testing tools, instructor and student pointing devices, etc.



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7. An analysis of industry market trends, leading products and technology directions supporting “cloud based” training software solutions. This will include the growth and trends in development of eLearning course content and storage of completed course materials in cloud based applications and the consumption of cloud hosted courses by students.
8. An analysis of industry market trends, leading products and technology directions related to the use of teaching resources extracted in “real-time” from the internet to provide a blended learning experience. Examples include the use of YouTube video channels, on-line animations, course links to reference documents, etc. Address the legal trends and issues related to using intellectual property from the internet in courseware.
9. An analysis of industry market trends, leading products and technology directions related to collaborative training development and delivery where teams of Instructional Designers and instructors, facilitated by technology, are working together on the same course content but are located in different geographical locations. This would also include Instructional Designer or Trainer communities and meeting tools. Identify and elaborate on successful models and examples of this collaboration capability and the technology supporting it.
10. An analysis of industry market trends, leading products and technology directions related to the use of interactive virtual classrooms where live instructor lead training is conducted and telecast to other classrooms and individual students using the internet.

4.0 REQUIREMENTS

General

For any work performed on the Hanford Site or any MSA controlled facility, the provisions of the On Site Services Special Provisions, will apply to Subcontractor personnel.

4.1 Engineering Requirements

Not Applicable for this work scope.

4.2 Environment, Safety, & Health Requirements

The Subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of safety and environmental functions and activities is an integral and visible part of the Subcontractor’s work planning and execution processes. The Subcontractor shall flow down safety and environmental requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.



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Subcontractors and its lower-tier subcontractors shall be responsible to complete an Employee Job Task Analysis (EJTA) in accordance with MSC-PRO-11058 for any of the following situations:

- For any subcontractor employee who will be on the Hanford Site for more than 30 days in a year.
- For any subcontractor employee who may potentially be exposed to hazards (e.g. radiological, beryllium, hazardous wastes, noise) while performing in accordance with the subcontract statement of work.
- For any subcontractor employee enrolled in a medical or exposure monitoring program required by 10 CFR 851, and/or any other applicable federal, state or local regulation or other obligation.

If any of the above conditions are met, the subcontractor and its lower-tier subcontractor employee is to have a current approved EJTA prior to that employee beginning work on the Hanford Site.

Buyer's Safety and Health Procedures are available on the internet at <http://www.hanford.gov/pmm/page.cfm/Construction>. The documents on this site are kept current and are available for Subcontractors and lower-tier Subcontractor use.

4.3 Quality Assurance (QA) Requirements

Not Applicable for this work scope.

4.4 Government Property

There are no government property requirements specific to this scope.

5.0 PERSONNEL REQUIREMENTS

5.1 Training and Qualifications

Subcontractor shall ensure that its personnel meet and maintain the applicable Personnel Requirements appropriate to training, qualification and certification, and technical requirements.

The following types of general and technical experiences are required to successfully fulfill this position:

Required Qualifications:

The subcontractor shall utilize one or more senior consultants with significant experience (8 years or more) in corporate and/or government training and automated training systems.



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Consultants with significant experience in instructor led classroom “hands-on training” as well as eLearning course development and delivery is required. Knowledge of content creation “courseware” software and classroom automation technologies is required.

The Subcontractor shall provide documentation in their proposal that substantiates how the consulting staff would meet the qualifications required as described above.

5.2 Security and Badging Requirements

For any on site work, see Special Provisions – On Site Services for details.

Most of the subcontractor’s work will be performed in subcontractor’s facilities. No Hanford badging or HLAN remote access is required.

5.3 Work Location / Potential Access Requirements

All Subcontractor work will be performed at the Subcontractor’s locations. There will be a minimum of two (and up to 3) meetings at HAMMER facilities. These meetings will involve detailed technical discussions and deliverable progress updates. The final consultant meeting (one of the possible 3 meetings) at the HAMMER facility will be a presentation of the completed deliverable document.

5.4 Site Access and Work Hours

Access to the HAMMER facility shall be from 6:00 a.m. to 4:30 p.m. Monday through Thursday unless previous arrangements have been made with the program manager or HAMMER operations. HAMMER operates on the Site standard 4x10s schedule with Mondays through Thursdays as Site work days.

Work performed outside normal operating hours shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.

6.0 MEETINGS

Subcontractor shall participate in up to three meetings at the HAMMER facility (as required by the BTR). Teleconferences or other electronic meeting and communication methods will also be utilized by the Subcontractor and BTR (as needed) in addition to the on-site HAMMER meetings mentioned above.

7.0 DELIVERABLES AND PERFORMANCE SCHEDULE REQUIREMENTS

7.1 Deliverables

The final deliverable for this subcontract is a formal document “report” that meets the content requirements as identified in Section 3.0 of this SOW. This report will be used by Department of



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Energy prime contractor training professionals and management for future decision making regarding training technology strategies. The final report will become the intellectual property of the MSA and the Department of Energy.

The final report will be a professional, presentation quality document with an executive summary. It shall be a minimum of 30 pages in length, not including appendices. The use of charts/graphs are encouraged when they can add value to the content presented and are supported by tabular data in the report body or in an appendice. Appendices are encouraged to support additional detail to the summary data in the main body of the report. The final report will be delivered as an electronic file in Microsoft Word format and printable on standard 8.5 x 11 paper. A listing of all source material references used to create the report will be provided as an appendix to the document.

The specific subcontract deliverables are the following:

1. Draft report outline deliverable emailed to BTR
2. Draft report (60% completion) deliverable emailed to BTR
3. Completed report email delivered to BTR
4. Subcontractor presentation of the completed report at HAMMER

All deliverables will be submitted via email to the BTR.

7.2 Schedule

Award Date: ~ June 1, 2015

1. Subcontractor/HAMMER Tech POC kick-off meeting at HAMMER June 10, 2015.
2. Draft report outline deliverable emailed to BTR by June 22th, 2015
3. BTR feedback/comments on outline to subcontractor by June 25, 2015
4. Draft report (60% completion) deliverable emailed to BTR by July 27, 2015
5. BTR feedback/comments on 60% draft to subcontractor by July 30, 2015
6. Final report (100% completion) deliverable emailed to BTR by Aug 19, 2015
7. Subcontractor presentation of completed report at HAMMER the week of Aug 24th, 2015
8. BTR acceptance of completed report and presentation by Aug 31th, 2015.



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Subcontract End Date: September 1, 2015

8.0 SPECIAL REQUIREMENTS

None required for this work scope.